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**ORIGINAL****ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM****Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No. 2009 - 81529****Date:** 8/28/2009**Complaint Description:** 08E Rate Cases Items - In Favor  
N/A Not Applicable**First:****Last:****Complaint By:** Rev. Dennis

Nolan

**Account Name:** Rev. Dennis Nolan**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Sun City West**CBR:****State:** AZ Zip: 85375**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

OPINION THROUGH COMMISSIONER NEWMAN &amp; CHAIRMAN MAYES

Docket E. 01345A-08-0172

**From:** [REDACTED]

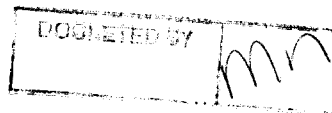
Nolan

**Sent:** Thursday, August 27, 2009 3:31 AM**To:** Newman-Web**Subject:** Promote a Clean Energy Future for ArizonaArizona Corporation Commission  
**DOCKETED**

Aug 27, 2009

Commissioner Paul Newman  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and  
E-01345A-08-0172**RECEIVED**  
2009 AUG 28 P 3:57  
AZ CORP COMMISSION  
DOCKET CONTROL

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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energy efficiency. It will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and

mitigating the heat island effect can all reduce energy consumption. I

am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills. I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Rev Dennis Nolan

End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called and acknowledged receipt of opinion

\*End of Comments\*

Date Completed: 8/28/2009

Opinion No. 2009 - 81529

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E-D1345A-D8-D172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 81439

**Date:** 8/25/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Patricia**      **Smother's**

**Account Name:** Patricia Smother's

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Surprise

**CBR:**

**State:** AZ      **Zip:** 85374

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

8/25/09 Per Ms. Smothers, "give us a break" APS doesn't need an additional rate increase this is ridiculous. She doesn't understand why, right now with the way the economy is. Deny the rate increase this is not fair. She doesn't agree with the "Door Hanger," APS currently send her everything in an email format. APS's charges and fees are to high.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/25/09 I provided the following information to Ms. Smothers.

That her comments regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/25/2009

Opinion No. 2009 - 81439

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 81466

**Date:** 8/26/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Paula**

**Leslie**

**Account Name:**      Paula Leslie

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Sedona

**CBR:**

**State:**      AZ      Zip: 86351

**is:** E-Mail

**Utility Company:**      **Arizona Public Service Company**

**Division:**      Electric

**Contact Name:**      For Assignment

**Contact Phone:**

### **Nature of Complaint:**

From: Paula Leslie

Sent: Friday, August 21, 2009 10:34 AM

To: Utilities Div - Mailbox

Subject: Comments on Docket - Increase in APS costs

Please see attachment and take it into consideration re: Docket Number #-01345A-08-0172

I appreciate the chance to give my input. I think it is a terrible time to add more stress to people for necessities -- heat/air condition. I, like most people, am struggling to survive during the current economic recession.

Outrageous, is my response to the utility co. asking for more money.

Paula Leslie

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

8/26/09

I advised Ms. Leslie that her comments regarding the Arizona Public Service Corporation ("APS") will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the application. CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Date Completed: 8/26/2009

Opinion No. 2009 - 81466

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion** No. 2009 - 81465

**Date:** 8/26/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Priscilla

**Wolfe**

**Account Name:** Priscilla Wolfe

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

**State:** AZ Zip: 00000

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

8/26/09 email

From: Priscilla Wolfe  
Sent: Friday, August 21, 2009 7:36 AM  
To: Utilities Div - Mailbox  
Subject: Public Comment Docket #E-01345A-07-0468

Please direct this public comment to Commissioner Gary Pierce.

Thank you.

Priscilla Wolfe

P please consider the environment before printing this email

Mr. Pierce everyone benefits from residential solar, only individuals with school age children benefit from solar provided to schools. The more residential customers that have solar the more likely it is that APS can provide adequate power WITHOUT MORE RATE HIKES. Residents with children represent only 30% of Arizona's total population, why should schools then be given more than the share of rebates? APS is not telling the truth about the availability of funds. I'd say there are plenty of residential takers and I'm one, yet APS is hoarding the money telling the residential takers to get on a waiting list as if there is no money today and they've decided without commissioner approval they will no longer serve residential customers. I am mortified by the conduct of this company. I want the share of the \$20 million already allocated that APS is not giving to the residential customer in defiance of the already established rules of the commission.

\*End of Complaint\*

**Utilities' Response:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

8/26/09 I called to acknowledge receipt of Ms. Wolfe's' email. The phone just rang unable to leave a message.

\*End of Comments\*

Date Completed: 8/26/2009

Opinion No. 2009 - 81465

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      81429

Date: 8/25/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Carl      Watson

Account Name: Carl Watson

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR: [REDACTED]

State: AZ      Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

**Nature of Complaint:**

8/25/2009 - Email Received - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

From: Carl Watson [mailto:[REDACTED]]  
Sent: Saturday, August 15, 2009 12:37 PM  
To: Utilities Div - Mailbox  
Subject: public\_comment.pdf

Hopefully the form is filled in. My comment on E-01345A-08-0172 is as follows if you cannot open the attachment:

I believe rates should be increased in consonance with the cost of living index. APS is asking for a far greater percentage increase. My income is fixed to the cost of living index. As each provider of service increases their rate, the total rate increase is more than my cost of living increase. Not just me, but all wage earners. The flagrant irresponsible rate increases all contribute to inflation and distortion of our economy,  
\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/25/2009 Email to Customer:

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear Carl Watson,

Your email dated, August 15, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

**Date Completed: 8/25/2009**

**Opinion No. 2009 - 81429**

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** ([REDACTED])

**Priority:** Respond Within Five Days

**Opinion No. 2009 81445**

**Date:** 8/25/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Carrie

Spinler

**Account Name:** Carrie Spinler

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Phoenix

**CBR:** [REDACTED]

**State:**

AZ

**Zip:** [REDACTED]

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

RE Docket No. E-01345A-08-0172

06/16/2009

I would like to attend the August 19th hearing in reference to the proposed rate increase, however I will be working so I have enough funds to pay my already high power bill.

My husband and I do all of the things we're instructed to do to save power. We live in a N/S exposure single-story home and block off vents and close doors so that we cool only about half of the square footage. We have double-paned windows, triple lined curtains in addition to blinds, and use weather stripping around the doors. We keep the temperature no less than 79 degrees in our home at all times (82 when we aren't here), yet we had a power bill of nearly \$326.00 this month, and with only the 2 of us frugal, hippy, energy savers living here, I guess you can see why I nearly fainted.

A conservative energy user's electric bill should not be 10% of the total household's income! According to research, Phoenix already has utility costs 3% above the national average. If we want to bring back our economy, a rate hike for the cost of electricity is not the way to go, but it will certainly send existing businesses, potential investors, and residents in the other direction.

According to their own financial statement, APS made \$78,544,000 in NET income for the first quarter of 2009. This does not constitute the requirement of a rate hike to me. With the state of today's economy, desperate times call for desperate measures and I highly suggest they try to cut costs before picking the pockets of the already economically burdened, unemployed, and foreclosed residents of this great state of Arizona.

Thank you.

\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

RE: Arizona Public Service Company ("APS")  
Docket No. E-01345A-08-0172

Dear Carrie Spinler,

Your email dated, August 15, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

**Date Completed: 8/25/2009**

**Opinion No. 2009 - 81445**

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      81499

Date: 8/27/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

W.

Cooper

Account Name:

W. Cooper

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Cave Creek

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

From: Wes Cooper [mailto:[REDACTED]]

Sent: Saturday, August 22, 2009 3:12 PM

To: AZ Rep Opinions

Subject: "APS extension lines stir fee quarrel", Business, Arizona Republic, Fri, 21 Aug 2009

I read with interest that "Realtors, home builders and some lawmakers want APS customers to pay for power lines to new homes and developments ... to help spur growth and the economy." That these self-serving groups want to profit at the expense of the public is no surprise, from the historical record. Almost all developers, and their profit group partners, minimize their investments, maximize their profits, then take the money and run, leaving the public to bear the burden of ongoing upkeep, services and infrastructure improvement expenses - think Anthem and I-17, for example. We in Arizona, if not the entire country, are currently experiencing the down side of the unbridled home construction and speculation aftermath. To conscientiously spur growth and the economy, stable job environments from sustaining long-term industry is needed, not hit-and-run construction. Let the builders and speculators pay their own costs in pursuit of profit, instead of feeding at the public trough through subsidies.

I fully support the 2007 action of the Arizona Corporate Commission direction to terminate the free power lines for new developments. The narrow spectrum of growth and sprawl should rightly pay its own way, not be subsidized by the public dollar for the benefit of builders, realtors and land speculators. I fervently hope the ACC does not rescind the 2007 prohibition.

W. Cooper

[REDACTED]  
Cave Creek, AZ [REDACTED]

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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[REDACTED] (Unlisted)

\*End of Complaint\*

### Utilities' Response:

N/A

\*End of Response\*

### Investigator's Comments and Disposition:

8/27/2009 Email to Customer:

Dear W.Cooper,

Your email dated, August 22, 2009 in regard to the rate application filed by Arizona Public Service Company ("APS") sent to Chairman Mayes office has been received and will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

Date Completed: 8/27/2009

Opinion No. 2009 - 81499

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009 - 81518**Date:** 8/28/2009**Complaint Description:**      08E   Rate Cases Items - In Favor  
   N/A   Not Applicable**First:****Last:****Complaint By:**      **Daniel****Wolstenholme****Account Name:**      Daniel Wolstenholme**Home:** [REDACTED]**Street:**      [REDACTED]**Work:****City:**      Chandler**CBR:****State:**      AZ      Zip: 85226**is:****Utility Company:**      **Arizona Public Service Company****Division:**      Electric**Contact Name:**      [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

OPINION THROUGH COMMISSIONER NEWMAN

Docket No E 01345A-08-0172

From: Sierra Club Membership Services [REDACTED]

Sent: Wednesday, August 26, 2009 2:30 PM

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Aug 26, 2009

Commissioner Paul Newman  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and  
E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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energy efficiency, it will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and

mitigating the heat island effect can all reduce energy consumption. I

am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills. I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Mr Daniel Wolstenholme

\*End of Complaint\*

Utilities Response:

### Investigator's Comments and Disposition:

Emailed membership.services@Sierra Club.org to acknowledge receipt of opinion.

\*End of Comments\*

Date Completed: 8/28/2009

Opinion No. 2009 - 81518

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E 01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 612-0000

Fax: (602) 612-0000

Priority: Respond Within Five Days

Opinion No. 2009 - 81495

Date: 8/27/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: April Last: Santone

Account Name: April Santone

Home: (602) 612-0000

Street: 1000 N. 1st St.

Work:

City: Phoenix

CBR:

State: AZ Zip: 85027

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Matt Santone

Contact Phone: (602) 612-0000

Nature of Complaint:

Docket No. E 01345A-08-0172

Consumer is against another rate increase at such bad economic times.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 8/27/2009

Opinion No. 2009 - 81495